

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1-96. (canceled)

97. (currently amended) An integrated and secure system for conducting business over ~~[[the]]~~ a public Internet by enabling a customer<sub>1</sub> of a communications network<sub>1</sub> to command and control the customer's switched communications connections within the communications network ~~over the public Internet~~ and to view results of any changes in the customer's connections ~~over the public Internet~~, the system comprising:

~~a web-based delivery system that delivers to the customer an object oriented protocol that encrypts interactive communications between the system and the customer over the public Internet, where the protocol is configured to be invoked within a web browser executed by a workstation associated with the customer, and where the protocol supports encryption, customer identification, authentication and entitlements;~~

at least one secure web server that manages secure customer sessions with a customer workstation over the public Internet, the at least one secure web server providing session management for the customer, the session management including:

~~customer~~ identification of the customer,  
validation of the customer,  
determining entitlements of the customer and

performing encryption of the secure customer sessions; and

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, where the at least one dispatch server provides verification of system access and verification of the customer's entitlements, and based on the customer's entitlements, forwards messages to a proxy associated with a desired service.<sub>[[;]]</sub>

where the plurality of system resources ~~including~~ include:

a network manager which manages routing of the customer's traffic over the communications network, and

a graphical user interface application to review, in real-time, network traffic associated with the customer, the network manager and the graphical user interface application being responsive to messages from the dispatch server, where the network manager and the graphical user interface application command and control circuit networks provided by the communications network to the customer.

98. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the ~~switched-circuit~~ networks include toll free voice networks and the network manager includes a toll free network manager application, responsive to messages from the at least one dispatch server, to enable the customer to command and control routing of ~~toll free voice~~ traffic on the toll free voice networks.

99. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the ~~switched-circuit~~ networks include call centers and the network manager includes a call manager application, responsive to messages from the at least one dispatch server, to enable the customer to command and control routing of voice traffic between the call centers.

100. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the network manager includes an outbound network manager, responsive to messages from the at least one dispatch server, to enable the customer to command and control priced calls.

101. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the graphical user interface application includes a reporter, responsive to messages from the at least one dispatch server, to enable the customer to generate reports on voice communications in the communications network.

102. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter ~~for generating reports on the switched voice communications in the network~~ includes an event monitor system ~~for generating~~ to generate reports on network traffic in near real time.

103. (canceled)

104. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter ~~for generating reports on the voice communications in the network~~ includes a reporter ~~for generating~~ generates history reports on the voice communications occurring during selected periods of time.

105. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter ~~for generating reports on the voice communications in the network~~ includes a report manager application ~~for enabling a~~ to enable the customer to generate reports for a plurality of switched voice communication applications and an inbox system ~~for communicating to~~ communicate the reports to the customer.

106. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter ~~for generating reports on the voice communications in the network~~ includes ~~an electronic billing system for enabling a~~ a priced call application to enable the customer to generate priced reports and invoices for a plurality of voice communication applications.

107. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where ~~the customer's~~

~~communications connections includes data traffic connections and the graphical user interface application generates reports on data relating to data traffic on the communications network.~~

108. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the system includes an inbox system to store and forward ~~for storing and forwarding~~ reports, to the customer workstation, ~~on data relating to the customer's voice and data traffic~~ associated with the customer.

109. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the system includes an event monitor system to store and forward alarms generated with respect to ~~the customer's traffic,~~ associated with the customer, over the communications network.

110. (currently amended) An integrated and secure system for conducting business over ~~[[the]] a~~ public Internet by enabling a customer, of a communications network, to command and control the customer's switched communications connections within the communications network ~~over the public Internet~~ and to view results of any changes in the customer's connections ~~over the public Internet~~, the system comprising:

~~a web-based delivery system that delivers to the customer an object-oriented protocol that encrypts interactive communications between the system and the customer over the public Internet, where the protocol is configured to be invoked within a web~~

~~browser executed by a workstation associated with the customer, and where the protocol supports encryption, customer identification, authentication and entitlements;~~

at least one secure web server that manages secure customer sessions with a customer workstation over the public Internet, the at least one secure web server providing session management for the customer, the session management including:

~~customer~~ identification of the customer,

validation of the customer,

determining entitlements of the customer and

performing encryption of the secure customer sessions; [[and]]

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, where the at least one dispatch server provides verification of system access and verification of the customer's entitlements, and based on the customer's entitlements, forwards messages to a proxy associated with a desired service; and

the plurality of system resources including:

a toll free network manager which manages routing of the customer's ~~toll free voice~~ traffic over toll free voice networks in the communications network, and

a real time monitor which provides near real time monitoring of network traffic, where the toll free network manager and the real time monitor respond to messages from the dispatch server and manage the communications network resources provided by the communications network to the customer in near real time.

111. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, where the system further includes an order entry application that enables a customer to identify and authenticate a plurality of users with distinct toll free call manager entitlements, and to modify the toll free call manager entitlements from a single point of customer identification and authentication.

112. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 111, where the system further comprises a priced call application ~~an electronic billing system which enables electronic business transactions to pay for the services, where the order entry application and the electronic billing system are,~~ responsive to messages from the dispatch server<sub>1</sub> to enable the customer to manage and pay for the communications network services provided by the communications network.

113. (currently amended) The integrated and secure system for conducting business over the public Internet claimed in claim 110, where the system further includes ~~[[an]] a reporting application for generating~~ to generate historical reports of data relating to calls on the communications network.

114. (currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, where the system includes an

online invoicing and electronic payment system to manage and pay for selected calls over the public Internet in response to a request from the customer.

115. (currently amended) An integrated and secure method for conducting business over ~~[[the]]~~ a public Internet by enabling a customer of a communications network to command and control the customer's communications connections within the network ~~over the public Internet~~ and to view results of any changes in the customer's connections ~~over the public Internet~~, the method comprising:

encrypting, by a workstation associated with the customer, interactive communications with the customer over the public Internet ~~through an object oriented protocol, the protocol invoked within a web browser executed by a workstation associated with the customer, where the protocol supports encryption, customer identification, authentication and network entitlements;~~

managing secure customer sessions over the public Internet by at least one secure server, the at least one secure server providing session management for the customer, the session management including:

~~customer~~ identification of the customer,

validation of the customer,

determining entitlements of the customer and

performing encryption of the secure customer sessions;

communicating with the at least one secure server and a plurality of system resources through at least one dispatch server, the at least one dispatch server providing ~~verification of system access and verification~~ of the customer's entitlements and



forwarding messages to a proxy associated with a desired service, where the plurality of system resources include a network manager that enables the customer to manage routing of switched voice traffic and switched data traffic over a communications network and a graphical user interface application that enables the customer to review network traffic in real time;

~~managing routing of the customer's switched voice traffic and switched data traffic over the communications network with the network manager;~~ and

providing, to the customer and through the interactive sessions, access to the network manager and to the graphical user interface application, ~~to review network traffic;~~

where the network manager and the graphical user interface application are responsive to messages from the dispatch server and enable the customer to command and control the communications network resources provided by the communications network to the customer.

116. (new) The integrated and secure system for conducting business over the public Internet claimed in claim 97, where the at least one dispatch server establishes a secure session between the network manager and the customer computer via a data path that includes the at least one dispatch server and establishes another secure session between the graphical user interface application and the customer workstation via a path that excludes the at least one dispatch server.

117. (new) The integrated and secure system for conducting business over the public Internet claimed in claim 110, where the at least one dispatch server establishes a

secure session, between toll free network manager and the customer computer, via a data path that includes the at least one dispatch server and establishes another secure session, between the real-time monitor and the customer workstation, via a path that excludes the at least one dispatch server.

118. (new) The integrated and secure method for conducting business over the public Internet as claimed in claim 115, where the communications network includes call centers and the network manager includes a call manager application, responsive to messages from the at least one dispatch server, to enable the customer to command and control routing of voice traffic between the call centers.

119. (new) The integrated and secure method for conducting business over the public Internet as claimed in claim 115, where the graphical user interface application includes a reporter, responsive to messages from the at least one dispatch server, to enable the customer to generate reports on voice communications in the network.

120. (new) The integrated and secure method for conducting business over the public Internet as claimed in claim 115, where providing access to the network manager and to the graphical user interface application includes:

establishing a secure session, on a first data path that excludes the at least one dispatch servers, between the workstation and the graphical user interface application, and

establishing another secure session, on a second data path that includes the at least one dispatch servers, between the workstation and the network manager.